Learning Paths by Persona

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Implementer Learning Paths
Implementer Learning Path
Customer Service Management (CSM)

Select Product Line

ServiceNow Fundamentals (3-days ILT)
- OR -
ServiceNow Platform Implementation (3-days ILT)

CSM
DevOps
FSM
GRC
HRSD
ITAM
ITBM
ITOM
ITSM
Now Intelligence
Now Platform
SecOps

Get Started with Now Create (On Demand)

CSM Fundamentals (2-days ILT)
CSM Implementation (2-days ILT)
CSM Professional

Ongoing Delta testing

CIS-CSC Voucher

Additional Recommended
- CIS-CSC Test Prep (On Demand)
- Communities Fundamentals, Administration and Implementation (On Demand)
- CSM with Service Management for BPCs (On Demand)
- CSM with Service Management for Implementers (On Demand)
- Advanced Work Assignment (On Demand)
- Agent Workspace Fundamentals (On Demand)
- Agent Workspace Implementation (On Demand)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand)
- Proactive Customer Service Operations Overview (On Demand)
- Proactive Customer Service Operations Fundamentals (On Demand)
- ServiceNow Subscription Model (On Demand)

* Mainline certification questions are sourced from all courses between the product line selection and the exam

Additional Acronyms
BPC: Business Process Consultants
CIS: Certified Implementation Specialist
ILT: Instructor-led Training

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Implementer Learning Path

DevOps

Select Product Line

- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- Now Intelligence
- Now Platform
- SecOps

Get Started with Now Create (On Demand)

Select Product Line

- ServiceNow Fundamentals (3-days ILT)
- OR - ServiceNow Fundamentals (On Demand)
- ServiceNow Platform Implementation (3-days ILT)

DevOps Fundamentals and Implementation (Coming Q4)

Performance Analytics Essentials (On Demand)

DevOps Assessment Simulator to achieve Early Adopter Recognition (Coming Q4)

Suggested Reading
- The Phoenix Project: A Novel about IT, DevOps, and Helping Your Business Win by Gene Kim

Additional Recommended
- Automated Test Framework (ATF) Fundamentals (On Demand)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand)
- Integration Hub Fundamentals (On Demand)
- ServiceNow Subscription Model (On Demand)

Additional Acronyms
- ILT: Instructor-led Training

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Implementer Learning Path
Field Service Management (FSM)

ServiceNow Fundamentals (3-days ILT)
  – OR –
ServiceNow Platform Implementation (3-days ILT)

Select Product Line

- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- Now Intelligence
- Now Platform
- SecOps

Get Started with Now Create (On Demand)

FSM Fundamentals (2-days ILT)
Mobile Development Fundamentals (On Demand)
FSM Implementation (2-days ILT)

CIS-FSM Voucher

Ongoing Delta testing

Additional Recommended
- CIS-FSM Test Prep (On Demand)
- Field Service Management Dynamic Scheduling Fundamentals (On Demand)
- Field Service Management Dynamic Scheduling Implementation (On Demand)
- Knowledge Management Fundamentals (On Demand)
- Performance Analytics Essentials (On Demand)
- Performance Analytics Fundamentals (2-day ILT)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand)
- ServiceNow Subscription Model (On Demand)

Additional Acronyms
CIS: Certified Implementation Specialist
FSM: Field Service Management
ILT: Instructor-led Training

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Implementer Learning Path
Governance, Risk & Compliance (GRC)

Select Product Line

- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- Now Intelligence
- Now Platform
- SecOps

Select GRC

- GRC Fundamentals (2-days ILT)
- Risk & Compliance (RC) Implementation (2-days ILT)
  - CIS-RC Voucher
- Audit Management Implementation (On Demand)
- GRC Simulator
  - CIS-RC
  - Ongoing Delta testing

Select FSM
- FSM Fundamentals (3-days ILT)

Select ITAM
- ITAM Fundamentals (3-days ILT)

Select ITBM
- ITBM Fundamentals (3-days ILT)

Select ITOM
- ITOM Fundamentals (3-days ILT)

Select ITSM
- ITSM Fundamentals (3-days ILT)

Select Now Intelligence
- Now Intelligence Fundamentals (On Demand)

Select Now Platform
- Now Platform Fundamentals (On Demand)

Select SecOps
- SecOps Fundamentals (On Demand)

Select Vendor Risk Mgmt (VRM)
- Vendor Risk Management (VRM) Implementation (2-days ILT)
  - CIS-VRM Voucher

Select ServiceNow Platform
- ServiceNow Platform Fundamentals (3-days ILT)

Select ServiceNow Fundamentals
- ServiceNow Fundamentals (3-days ILT)
- ServiceNow Fundamentals (On Demand)
  - OR

Select Ongoing Delta testing

Select Get Started with Now Create
- Get Started with Now Create (On Demand)

Select Additional Recommended

- Automated Test Framework (ATF) Fundamentals (On Demand)
- Knowledge Management Fundamentals (On Demand)
- Performance Analytics Essentials (On Demand)
- Service Portal Fundamentals (2-day ILT)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand)
- ServiceNow Subscription Model (On Demand)

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training

* Mainline certification questions are sourced from all courses between the product line selection and the exam
Implementer Learning Path
Human Resources Service Delivery (HRSD)

Select Product Line

ServiceNow Fundamentals (3-days ILT)
- OR -
ServiceNow Platform Implementation (3-days ILT)

- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- Now Intelligence
- Now Platform
- SecOps

Get Started with Now Create (On Demand)

Select Product Line

HR Fundamentals (2-days ILT)
HR Implementation (2-days ILT)
CIS-HR Voucher
Ongoing Delta testing

HRD Professional
Required to achieve ‘Professional’
- CIS-HR
- Predictive Intelligence (On Demand)
- Performance Analytics Essentials (On Demand)
- Virtual Agent Fundamentals, Implementation, and Natural Language Understanding (On Demand)

HRD Enterprise
Required to achieve ‘Enterprise’
- CIS-HR
- Predictive Intelligence (On Demand)
- Performance Analytics Essentials (On Demand)
- Virtual Agent Fundamentals, Implementation, and Natural Language Understanding (On Demand)
- Lifecycle Events (On Demand)

* Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training

Additional Recommended
- Configuring HR Integrations (On Demand)
- Performance Analytics Fundamentals (2-days ILT)
- Performance Analytics Advanced (2-days ILT)
- Service Portal Fundamentals (2-days ILT)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand)
- ServiceNow Subscription Model (On Demand)
Implementer Learning Path

IT Asset Management (ITAM)

Select Product Line

- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- Now Intelligence
- Now Platform
- SecOps

Select Product Line

- ServiceNow Fundamentals (3-days ILT)
  - OR -
  - ServiceNow Fundamentals (On Demand)

- ServiceNow Platform Implementation (3-days ILT)

- Asset Model Management (On Demand)

- Hardware Asset Management (HAM) Fundamentals (3-days ILT)

- Hardware Asset Management (HAM) Fundamentals Simulator

- Software Asset Management (SAM) Fundamentals (3-days ILT)

- Software Asset Management (SAM) Implementation Simulator

- CIS-SAM

- Ongoing Delta testing

Additional Recommended
- SAM: Integration with SCCM for Reclamation and Distribution (On Demand)
- Discovery Basics for SAM (On Demand)
- Entitlement Import Basics for SAM (On Demand)
- Software Asset Management Getting Started (On Demand)
- Software Asset Management Reconciliation Troubleshooting (On Demand)
- Software Normalization for Software Asset Management (On Demand)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand)
- ServiceNow Subscription Model (On Demand)

Additional Acronyms
- CIS: Certified Implementation Specialist
- ILT: Instructor-led Training
- SCCM: Microsoft System Center Configuration Manager

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Get Started with Now Create (On Demand)

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Implementer Learning Path
IT Business Management (ITBM)

Select Product Line

- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- PPM
- ITBM
- ITOM
- ITSM
- Now Intelligence
- Now Platform
- SecOps

Additional Recommended
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand)
- ServiceNow Subscription Model (On Demand)

Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Acronyms
APM: Application Portfolio Management
CIS: Certified Implementation Specialist
ILT: Instructor-led Training
PPM: Project Portfolio Management

* Ongoing Delta testing

Get Started with Now Create (On Demand)

ServiceNow Fundamentals (3-days ILT)
- OR - ServiceNow Platform Implementation (3-days ILT)

PPM Fundamentals (2-days ILT)
PPM Implementation (On Demand) CIS-PPM Voucher
PPM Implementation Simulator
PPM Analytics Essentials (On Demand)

APM Fundamentals (On Demand)
APM Implementation (On Demand) CIS-APM Voucher
Performance Analytics Essentials (On Demand)

CIS-PPM
CIS-APM
Implementer Learning Path
IT Service Management (ITSM)

Select Product Line

- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- Now Intelligence
- Now Platform
- SecOps

Select Product Line

- ServiceNow Fundamentals (3-days ILT)
  - OR -
  - ServiceNow Platform Implementation (3-days ILT)

- ServiceNow Fundamentals (On Demand)

Additional Recommended
- Knowledge Management Fundamentals (On Demand)
- Major Incident Management (On Demand)
- CIS-ITSM Test Prep (On Demand)
- Automated Test Framework (ATF) Fundamentals (On Demand)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand)
- Mobile Development Fundamentals (On Demand)
- Service Portal Fundamentals (2-days ILT)
- ServiceNow Subscription Model (On Demand)

Additional Acronyms
- CIS: Certified Implementation Specialist
- ILT: Instructor-led Training

* Mainline certification questions are sourced from all courses between the product line selection and the exam

Ongoing Delta testing

ITSM Professional
Required to achieve ‘Professional’
- CIS-ITSM
- Predictive Intelligence (On Demand)
- Performance Analytics Essentials (On Demand)
- Virtual Agent Fundamentals, Implementation, and Natural Language Understanding (On Demand)

Get Started with Now Create (On Demand)
Implementer Learning Path

Now Platform

Select Product Line

- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- Now Intelligence
- SecOps

Additional Recommended

- CAD Test Prep
- Mobile Development Fundamentals (On Demand)
- Performance Analytics Essentials (On Demand)
- Service Portal Fundamentals (2-day ILT)
- Service Portal Advanced (2-day ILT)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand)
- ServiceNow Subscription Model (On Demand)

Ongoing Delta testing

Additional Acronyms

ILT: Instructor-led Training

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Get Started with Now Create (On Demand)

ServiceNow Platform Implementation (3-days ILT)

ServiceNow Platform Fundamentals (On Demand)

ServiceNow Fundamentals (3-days ILT)

Implementer

Additional Recommended

- CAD Voucher
- Certified Application Developer (CAD)

Certified Application Developer (CAD)

IntegrationHub Fundamentals (On Demand)

Application Development Fundamentals (3-days ILT)

Automated Test Framework (ATF) Fundamentals (On Demand)

Service Provider Essentials (On Demand)

- Domain Separation Basics
- Domain Separation Configuration
- Domain Separation Implementation
- Domain Separation Troubleshooting

Select Product Line

- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- Now Intelligence
- SecOps

ServiceNow Platform Fundamentals (On Demand)

ServiceNow Fundamentals (3-days ILT)

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Implementer Learning Path

Security Operations (SecOps)

Select Product Line
- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- Now Intelligence
- Now Platform

Get Started with Now Create (On Demand)
- ServiceNow Fundamentals (3-days ILT)
- ServiceNow Platform Implementation (3-days ILT)
- ServiceNow Fundamentals (On Demand)
- Service Now Platform Implementation (3-days ILT)

Security Operations Fundamentals (2-days ILT)
- Security Incident Response (SIR) Implementation (2-days ILT) - CIS-SIR Voucher
- Vulnerability Response (VR) Implementation (2-days ILT) - CIS-VR Voucher
- Ongoing Delta testing
- CIS-SIR
- CIS-VR

Additional Recommended
- Automated Test Framework (ATF) Fundamentals (On Demand)
- Flow Designer Fundamentals (On Demand)
- IntegrationHub Fundamentals (On Demand)
- Mobile Development Fundamentals (On Demand)
- Service Portal Fundamentals (2-day ILT)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand)
- ServiceNow Subscription Model (On Demand)

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Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training

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System Administrator Learning Path
System Administrator Learning Path

**Certified System Administrator (CSA)**
- ServiceNow Fundamentals (3-days ILT)
- Ongoing Delta testing
- OR
- ServiceNow Fundamentals (On Demand)

**Advanced**
- System Administration Advanced (2-days ILT)
- ServiceNow Subscription Model (On Demand)
- Subscription Management Overview (On Demand)
- ServiceNow Upgrade Essentials (On Demand)
  - Upgrade Skipped Records
  - Automated Test Framework (ATF) Fundamentals (On Demand)
  - Using Debug Upgrade

**Additional Recommended**
- CSA Test Prep (On Demand)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand)
- Performance Analytics Essentials (On Demand)
- Scripting in ServiceNow Fundamentals (3-day ILT)
- Application Development Fundamentals (3-day ILT)

**Fundamentals and Implementation classes as products are activated in your instance**
Developer Learning Paths
Application Developer Learning Path

No-Code Developer

- ServiceNow Fundamentals (3-days ILT)
  - OR -
  ServiceNow Fundamentals (On Demand)

No-Code Application Development (On Demand)

Additional Acronyms
ILT: Instructor-led Training
Application Developer Learning Path
Low/Pro-Code Developer

Micro-Certification

Developer

- ServiceNow Fundamentals (3-days ILT)
- OR
- ServiceNow Fundamentals (On Demand)

Automated Test Framework (ATF) Fundamentals (On Demand)

Application

- Scripting in ServiceNow Fundamentals (3-days ILT)
- Application Development Fundamentals (3-days ILT)
- Certified Application Developer (CAD)
- CAD Voucher
- Ongoing Delta testing

Integrations

- Flow Designer Fundamentals (On Demand)
- IntegrationHub Fundamentals (On Demand)

Additional Recommended

- CAD Test Prep (On Demand)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand)
- IntegrationHub Fundamentals (On Demand)
- Mobile Development Fundamentals (On Demand)
- Performance Analytics Essentials (On Demand)
- Service Portal Fundamentals (2-days ILT)
- Service Portal Advanced (2-days ILT)
- Subscription Model Management (On Demand)

Additional Acronyms
ILT: Instructor-led Training

* Mainline certification questions are sourced from all courses between the product line selection and the exam

Additional Recommended

- Scripting in ServiceNow Fundamentals (3-days ILT)
- Application Development Fundamentals (3-days ILT)
Application Specialist Learning Paths
Application Specialist Learning Path

Performance Analytics (PA)

- **ServiceNow Fundamentals (3-days ILT)**
- **Performance Analytics Essentials (On Demand)**
- **Performance Analytics Fundamentals (2-days ILT)**
- **Responsive Dashboards Overview (On Demand)**
- **Performance Analytics Widgets (On Demand)**
- **Performance Analytics Advanced (2-days ILT)**
- **CAS-PA Voucher**
- **Certified Application Specialist (CAS-PA)**
- **Ongoing Delta testing**

Additional Acronyms:
- **CAS**: Certified Application Specialist
- **ILT**: Instructor-led Training

*Mainline certification questions are sourced from all courses between the product line selection and the exam.*

**Micro-Certification (MC)**
Application Specialist Learning Path

Service Portal

Additional Acronyms
ILT: Instructor-led Training

Application Specialist

- ServiceNow Fundamentals (3-days ILT)
- OR - ServiceNow Fundamentals (On Demand)
- Scripting in ServiceNow Fundamentals (3-days ILT)
- Service Portal Fundamentals (2-days ILT)
- Service Portal Advanced (2-days ILT)
- Service Portal Simulator
- Micro-Certification (MC)

Additional Recommended
- Enabling Syntax Editor Macros in the Widget Editor (On Demand)
- Creating Simple Search Facets in a Service Portal (On Demand)
- Creating Simple Search Sources in a Service Portal (On Demand)